Complaints pending before District Consumer Disputes Redressal Forum, Delhi

1051. SHRI ATAL BIHARI VAJPAYEE:
SHRI ASHWANI KUMAR:

Will the Minister of FOOD AND CIVIL SUPPLIES be pleased to state:

(a) whether Government's attention has been drawn to a report published in the Times of India dated 3rd December, 1990 stating that speedy redressal of grievances of Delhi consumers is becoming impossible as before the single District Consumer Disputes Redressal Forum which is fixing hearings for as late as April next;

(b) whether it is a fact that Consumer Protection Rules, 1987 provide redressal within 90 days of the date of serving of notice on the erring party, at all the three levels of Consumer Courts-National, State and District, and

(c) if so, the steps taken or proposed to be taken to speed up the redressals?

THE MINISTER OF STATE IN THE MINISTRY OF FOOD AND CIVIL SUPPLIES (SHRI SARWAR HUSSAIN) (a) Yes, Sir

(b) and (c) Rule 14(4) of the Consumer Protection Rules, 1987 provides that the National Commission may, on such terms as it deems fit on any stage of the proceedings, adjourn the hearing of complaint but the complaint shall be decided, as far as possible, within a period of three months from the date of notice received by opposite party where complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities Rule 14(3) provides that on the date of hearing could be adjourned it shall be obligatory on the parties or their agents to appear before the National Commission Whede the compalainant or his agent fails to appear before the National Commission on such days, the National Commission may in its discretion either dismiss the complaint for default or decide on its merits. Where the opposite party of its agent fails to appear on the date of hearing, National Commission may decide the complaint ex-parte Similar provisions exist for the State Commission and District Forums under the State Consumer Protection Rules.

Licensing policy of sugar

1052 SHRI V. NARAYANASAMY: Will the Minister of FOOD AND CIVIL SUPPLIES be pleased to state:

(a) whether Government's attention has been drawn to the news items which appeared in the Hindustan Times, dated 5th December, 1990 under the caption "Ministries war over sugar mills" and that cold war between Industry Ministry and Food and Civil Supplies Ministry is continuing for grant of licenses to sugar mills,

(b) if so, how many licenses were issued during the tenure of the National Front Government during the last one year for new sugar mills; and

(c) what are the reasons for the norms being not settled between the Industry Ministry and Food and Civil Supplies Ministry for issue of licenses to new sugar mills?

THE MINISTER OF STATE IN THE MINISTRY OF FOOD AND CIVIL SUPPLIES (SHRI SARWAR HUSSAIN) (a) Yes, Sir, the Government has seen the press report

(b) Thirty-nine letters of intent/licences were issued between 2nd December, 1989 and 7th November, 1990 for establishment of new sugar mills

(c) In the formulation of Government policies the concerned Departments/Ministries are consulted. In regard to sugar licensing policy, respective view points were expressed by the Ministry of Food & Civil Supplies and the Ministry of Industry After examining the various issues